CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (D4A) Logistics Management Team Support

TA No:	186-Rev3		
Task Area Monitor:		**Alternate Task Area Monitor:**	
NASA POC:	**Software Control Class:**		Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

The NACC at Marshall centrally integrates and operates Agency-wide OS/390 computing resources for NASA Centers and Headquarters. The NACC works in coordination with the CBACC to provide business and administrative IT services to LaRC. Consolidated mainframe MVS systems support is provided by the NACC. The LaRC business and administrative applications software portfolio consists of both Agency standard systems (host based) and unique LaRC applications (both host based and distributed) developed and maintained by LaRC. This task covers support of the systems used to support the Logistics Management Team.

3. OBJECTIVE

The main objective of this task is to provide active application support to the legacy systems still in use pending replacement and or retirement. These systems are described below in section 4, Logistics Management Team Application Portfolio.

The Contractor shall make modifications to existing business and administrative application software to conform to changes in equipment or operating systems, to comply with new regulations or laws governing the Agency's business data processing, to correct software errors, or to enhance or improve the functional capability of the application. The Contractor shall provide technical support, consulting, and coordination to ensure orderly implementation, integration, and operation of business and administrative application software. The Contractor shall perform business and administrative application software predevelopment services to allow customers to determine whether to proceed with full application development under a separate TA. The Contractor shall perform the requisite planning, associated training, and testing of application software releases prior to implementation. The Contractor shall develop, implement, and maintain computer security controls and procedures necessary to prevent unauthorized access to business and administrative computer resources.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
Maintenance of Software Developed By or For LaRC:
A. Application Maintenance, Upgrade, and Improvement

In support of the LaRC Logistics Management Team application portfolio, perform the following services:

1. The Contractor shall perform testing of application software releases, for the legacy systems, prior to implementation at least 3 times a year. The Contractor shall maintain computer security controls in accordance with NASA security requirements documented in NPR 2810.1 and the system IT Security Plan.

2. Optimize the execution of the application. Monitor the application for anomalies and respond to customer trouble reports. Analyze problems, and interface with cognizant IT personnel if necessary to resolve problems. Implement corrective action, on the direction of the TAM/Alternate TAM.

3. Interface with software vendors to obtain patches and upgrades. Procure software updates and upgrades from the vendor (if required in individual TAs). Install patches as required to ensure that application remains current, secure, and reliable. Install upgrades according to schedule approved by the TAM/Alternate TAM. Interface with cognizant IT personnel as necessary to ensure smooth upgrade. Perform upgrades with minimal impact to users and notify users of interruptions in application.

4. Maintain software developed by or for LaRC. In general, the contractor shall follow the maintenance process defined in Section 5.5 of IEEE/EIA Standard 12207- Software Life Cycle Processes; however the processes shall be tailored to the particular software package and applied with a rigor consistent with the software control class.

5. For new releases, update the application system maintenance tables for the following: NEMS, NEMSINV, NEMSPCM, NPDMS, NSMS, NPPS, AMS, and NEMS On-line system.

6. For all business and administrative applications, coordinate any disruptions in service caused by application maintenance or modification with the appropriate LaRC Software Manager.

7. Ensure scheduled reports are run as required by LaRC's Software Manager.

8. For modifications, improvements or enhancements, contractor shall prepare a cost estimate prior to work being performed and provide it to the TAM. Any modifications, improvements or enhancements must be approved and directed by the TAM before work can be performed by the Contractor.

Logistics Management Team Application Portfolio

Software Identifications: NASA Equipment Management System (NEMS)

Software description: The Agency-wide application was implemented in 1984 to maintain data relevant to inventory and tracking the NASA equipment. Marshall Space Flight Center (MSFC) has responsibility for the maintenance and enhancement of the 965 NATRUAL programs 9247,490 lines of code) comprising of the core application. LaRC has developed

and maintains supplemental programs that process ADABAS data files. LaRC has sole responsibility for the maintenance and enhancement of these 17 NATURAL and COBOL Center-unique programs (5 COBOL programs with 2,209 lines of code and 12 NATURAL programs with 2,593 lines of code). This system also contains three subsystems: NEMSINV, NEMSPCM, and NEMS On-line system.

NEMSINV is an Agency-wide online automated inventory system designed to conduct a NASA equipment inventory. Langley does inventory by location. Portable, hand-held terminals (portable bar code readers-PBCRs) read the bar-codes on labels attached to each item of equipment. The data accumulated in the portable terminals is transmitted to the computer and used to update the installation's database.

NEMSPCM is an Agency-wide online property custodian system designed as an interface to approve equipment status by electronic signatures of the property custodian and/or NEMS Equipment Manager. This system is no longer used at LaRC but is still used by other NASA Center's.

NEMS On-line System is available Agency-wide web-based system. This is a web-based property custodian/user system designed to interface with NEMS to change user, location, and property custodians by electronic signatures. This system is used in place of NEMSPCM and is a subsystem of NEMS.

Software class: low

Level of maintenance: Maintain Langley unique programs and provide technical support for software updates. Maintain legacy NEMS system until such time as the Agency transitions to the Plant, Property, and Equipment module in SAP version 8.2 (proposed for April 2008).

LaRC Software Manager:

Anticipated Replacement Date: TBD

Software Identification: Asset Tracking System (Inventory)

Software description: This is a Visual Basic program developed at LaRC in 2002. It provides the capability to scan NASA equipment using a Personal Digital Assistant (PDA) with an integrated scanner. The data is uploaded to the NASA Equipment Management System, Inventory subsystem.

Software class: low

Level of maintenance: Maintain the system in steady state operation and perform upgrades only at the direction of the LaRC Software Manager or TAM/Alternate TAM.

LaRC Software Manager:

Anticipated Replacement Date: TBD

Software Identification: NASA Supply Management System (NSMS)

Software Description: This Agency-wide application was developed in 1991 to maintain data relevant to stores, standby, and program stock records of consumption and demand. Marshall Space Flight Center (MSFC) is responsible for maintenance and enhancement of the 2,000 NATURAL programs (326,146 lines of code) comprising the core application. LaRC has developed batch and on-line NATURAL programs that process ADABAS data files. LaRC has sole responsibility for the maintenance and enhancement of these 103 center-unique programs (28,766 lines of code).

Software Class: low

Level of Maintenance: Maintain Langley unique programs and provide technical support for software updates.

LaRC Software Manager:

Anticipated Replacement Date: TBD

Software Identification: NASA Property Disposal Management System (NPDMS)

Software Description: This Agency-wide application was implemented in 1995. It supports operational requirements for recording the use, transfer, donation, sale, or other disposal of foreign or domestic personal property that is no longer required by the using NASA installation or contractor. Marshall Space Flight Center (MSFC) has responsibility for the maintenance and enhancement of the 47 NATURAL programs (10,835 lines of code) comprising the core application. LaRC has sole responsibility for the maintenance and enhancement of center-unique programs.

Software Class: low

Level of Maintenance: Maintain Langley unique programs and provide technical support for software updates.

LaRC Software Manager:

Anticipated Replacement Date: April 2008

Software Identification: Program Stock Management System

Software Description: Stand alone system that maintains current and history files of Miscellaneous Program Stock for Aircraft and Avionics work. The system is maintained in Building 1244. The system allows users to add, change, delete, query, and issue and receive items. The system generates reports used to manage the program.

Software Class: low

Level of Maintenance: Maintain the system in steady state operation and perform upgrades only at the direction of the LaRC Software Manager or TAM/Alternate TAM

LaRC Software Manager: Suzanne Melson

Anticipated Replacement Date: TBD

Software Identification: Stores Stock Web Catalog

Software Description: This website gives an overview of current store stock and presents the information through the online NASA Langley Research Center Supply Catalog. It breaks info into category listings for searching information. The information is uploaded weekly from the NASA Supply Management System. The system does not generate reports.

Software Class: low

Level of Maintenance: Maintain the system in steady state operation and perform upgrades only at the direction of the LaRC Software Manager or TAM/Alternate TAM

LaRC Software Manager:

Anticipated Replacement Date: TBD

Software Identification: Surplus Property Disposal Program web site

Software Description: This website gives an overview of LaRC's property disposal program including utilizations, donation, and sales programs. It advertises LaRC's excess and surplus property to government agencies and educational institutions and is also used to collect data to locate property from other federal agencies for Langley's needs. The website provides links to the GSAXcess website where surplus federal property is sold to the general public. This site uploads information from the NASA Personal Property Disposal Management System (NPDMS).

Software Class: low

Level of Maintenance: Maintain the system in steady state operation and perform upgrades only at the direction of the LaRC Software Manager or TAM/Alternate TAM until NPDMS is disabled as the Agency transitions to the Plant, Property, and Equipment module in SAP version 8.2 (proposed for April 2008).

LaRC Software Manager:

Anticipated Replacement Date: TBD

Software Identification: Langley Storage System

Software Description: Stand-alone system that maintains current and history files of property in storage. The system allows users to add, change, delete, query, issue and receive items. The system also generates reports used to manage the program.

Software Class: low

Level of Maintenance: Maintain the system in steady state operation and perform upgrades only at the direction of the LaRC Software Manager or TAM/Alternate TAM

LaRC Software Manager:

Anticipated Replacement Date: TBD

Software Identification: Langley Employee Loan Agreement System (LELAS)

Software Description: The Langley Employee Loan Agreement System is a web-based application that NASA employees and on-site contractors use to initiate employee loans, renewals, and closures for Government-owned property they need to borrow for off-site use (i.e. travel, use at home, etc). Loans, renewals, and closures are routed electronically for management approvals. This system is used to authorize Center employees to borrow equipment to conduct business away from the Center. This is a Center-wide application. This system extracts contract data from AMS. When AMS is closed and CMM is implemented, ConITS will need to ensure that LELAS can extract the appropriate data from CMM.

Software Class: low

Level of Maintenance: Application in steady state. Modify to upgrade software to comply with new regulations or laws, to correct errors, or to provide enhancements or improvements will be directed by the LaRC Software Manager or TAM. Upon GOLIVE of IAM/SAP in April 2008, ConITS MUST ensure that LELAS can extract the appropriate data from IAM/SAP--similar to the extract that currently occurs from NEMS. ConITS will need to perform work prior to GOLIVE for LELAS to function properly without any down time.

LaRC Software Manager:

Anticipated Replacement Date: TBD

Software Identification: The Langley Loan Management System (LLMS)

Software Description: The Langley Loan Management System is used (internal to Logistics) to manage and track outgoing loans to and incoming loans from organizations external to NASA. This system is used to add, update, search, delete, report property on loan. It is used to create formal/legal Property Loan Agreement documents and all correspondence associated with property loans.

Software Class: low

Level of Maintenance: Application in steady state. Modify to upgrade software to comply with new regulations or laws, to correct errors, or to provide enhancements or improvements will be directed by the LaRC Software Manager or TAM. Upon GOLIVE of IAM/SAP in April 2008, ConITS MUST ensure that LLMS can extract the appropriate data from IAM/SAP--similar to the extract that currently occurs from NEMS. ConITS will need to perform work prior to GOLIVE for LLMS to function properly without any down time.

LaRC Software Manager:

Anticipated Replacement Date: TBD

Customer Support and IT Consultation and Training:

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of IT Consultation and Training given in Section 4.8 of the SOW for all General IT Support Services.

General IT Support Services Performance Metrics

Performance Standard: Documentation covering the use of application software covered by this requirement is complete, understandable, and up-to-date.

Performance Metrics:

Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources.

Meets: Documentation is complete with only minor errors noted

Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

Performance Standard: Consultation meets customer needs and training provided meets students' needs. Required reports are accurate and complete

Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent. Training recommendations are made and adopted.

Meets: Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better

Fails: Any of the requirements (a,b,or c) of this subsection is not met, or students rate teaching proficiency as unsatisfactory.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

The Contractor shall follow the processes for software maintenance, according to the software control class, as specified in Task Assignment SL001.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held as deemed necessary by the TAM and Task Lead (at least semi-annually). The following persons or their alternates are required to attend: NASA TAM and ConITS Task Lead. Technical performance, timeliness, and cost will be discussed. The Contractor shall provide the status of all work requests active for the relevant period. The Government may schedule meetings with cognizant Contractor staff at any time to address urgent issues.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/06 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.